

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

VETERANS COURT SERVICE OFFICER

FLSA STATUS:

NON-EXEMPT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide assistance to military veterans and their dependents by aiding, filing for, and obtaining veterans benefits. Such benefits would be compensation, pensions, education, hospitalization, insurance, loans, and other benefits obtained as a result of service in armed forces. Must stay up to date on laws and regulations regarding veteran's benefits, thus to provide the most accurate and appropriate documents and service. Position requires visiting and interviewing veteran's and dependents to determine needs and services. Will prepare formal claims, assist with appeals, maintain files, and prepare monthly and annual reports. Job requires prior service in the armed forces and through knowledge of veteran's benefits and services. Reports to the Recovery Court Director.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Interviews and counsels local veterans and their dependents to ensure they receive veterans' benefits and services under Federal and State laws.

Prepares formal claims and compiles supporting documents to assist veterans and their dependents in obtaining the needed services and/or benefits.

Assists clients and dependents in nursing homes, hospitals, and private residences; determines if needed services are being provided.

Files claims once submitted; serves as an advocate for clients when necessary.

Maintains contact with veteran support services including VA hospitals, nursing homes, colleges and universities, VFW, American Legion, Tennessee Department of Veterans Affairs, etc.

Consults with doctors, lawyers, hospital administrators, others service providers to assist veterans and their dependents.

Oversees and assists with annual budget preparation and submission and monitors the expenditure of funds to ensure compliance with budgetary goals and objectives.

Assists persons being served in obtaining legal documents, medical statements, and affidavits; prepares letters and statements in support of claims.

Assists in gaining eligible veterans to veterans hospitals, including the process of commitment of veterans who are mentally ill.

Performs outreach activities to inform veterans and their dependents of available services and benefits.

Attends annual training on veterans' benefits, veterans' services, pertinent laws, regulations and program regulations and/or procedures to ensure information is up to date.

Rutherford County, Tennessee • Veterans Court Service Officer

Attends geriatric screen team meetings, interagency council meetings and veterans' organization meetings to remain current on important issues and provide advice and information when necessary.

Interacts sympathetically and patiently with veterans and their dependents while remain objective.

Meets with participants to monitor progress in abiding by rules of probation and court orders; provides guidance and counseling; performs crisis intervention as necessary.

Facilitates group meetings related to life skills, self-esteem, critical thinking, support groups, and others that may be determined at a later date.

Participates in community outreach activities with outside employers, employment agencies, service companies, and housing agencies to aid in finding work and living accommodations for participants in the Veterans Court Program.

Coordinates activities regarding participants with law enforcement officials, as necessary.

Sets court dates and attends various courts as necessary.

Assists in determining eligibility of candidates using the Addiction Severity Index (ASI) and the CeSI

Supervises adults placed in the Veterans Court Program to ensure adherence with rules of probation and orders of the Court.

Conducts home visits to monitor participant compliance Veterans Court Program.

Verifies information given by participants with regards to employment, current place of residence, and other information deemed necessary by the Courts.

Conducts initial assessments on potential Veterans Court Program participants.

Operates a computer to electronically monitor/track, run reports, and receive information on participants prohibited from using alcohol.

Prepares recommendations concerning participants appearing or reappearing in court.

Maintains records on participant activities.

Conducts drug screens; fills out all necessary paperwork assigned for the Veterans Court Program.

Attends courts as scheduled and participates in the Review Team process before meeting with Courts.

Provides support and crisis intervention as needed.

Prepares, transcribes, or completes various forms, reports, correspondence, logs, or other documents.

Receives various forms, reports, correspondence, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, or other software programs.

Communicates with supervisor, employees, other departments, county officials, law enforcement personnel, judges, court officials, family members, lawyers, therapists, the public, outside agencies, and other individuals as needed

Rutherford County, Tennessee • Veterans Court Service Officer

regarding the participants' activities or to coordinate work activities, review status of work, exchange information, or resolve problems.

Answers incoming telephone calls; provides information and assistance; records/relays messages or directs calls to appropriate personnel; returns calls as necessary.

Maintains a comprehensive, current knowledge of laws/regulations pertaining to criminal behavior and addiction; reads professional literature; maintains professional affiliations; participates in continuing education activities; attends workshops and training sessions as appropriate.

Operates a motor vehicle to conduct work activities.

Carries a caseload on PRN basis.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree in Social Work, Social Services, Psychology or closely related field. Must have been an active member of the military and be an Honorably Discharged Veteran with service time during a period of wartime conflict. Within one year of taking office must successfully complete the Veterans Administration training course and tests for County Service Officers and annual re-certification required. The for mentioned accreditation process includes quarterly training sessions. To be eligible for recommendation of accreditation according to Tennessee Department of Veterans Affairs (TDVA) you must be one of good character, reputation, and demonstrated an ability to represent claimants before the VA, must be a member in good standing or a paid employee of the organization for it is not less than 1,000 hours. Must hold a valid Tennessee Drivers license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to function in an organization unit; includes answering questions in resolving procedural and technical issues or problems.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the direction, control and planning of an entire program or set of programs.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (15-30 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as traffic hazards or violence.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Estimated Total Hours: __ Maximum Continuous Time:

2. SITTING

Estimated Total Hours: __ Maximum Continuous Time:

3. LIFTING/CARRYING

Objects: More frequent in the first quarter of the year

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs		X			
11-25 lbs		X			
26-50 lbs				X	
51-75 lbs					X
76-100 lbs					X
>100 lbs					X

4. PUSHING/PULLING

Objects:

5. CLIMBING

Tasks:

Device:

Height:

Frequency:

6. BENDING/SQUATTING/KNEELING

Tasks:

Frequency:

7. REACHING

Hands Used: RIGHT LEFT BOTH

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"				
21-36"				

8. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures	X	
Cold Temperatures	X	
Sudden Changes in Temperature		X
Noise		X
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	% of time
Outside	% of time

9. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting		X
Sweeping/Mopping		X
General Cleaning		X
Handling Trash		X

10. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		Daily
Grasp	X		Daily
Fine Motor i.e: writing, twisting hands or wrist, etc	X		Daily

Exemption Status Test (Administrative Employee)

~ Answer the following to determine whether a worker is misclassified as an exempt administrative employee:

1. Regularly receives a predetermined amount constituting all or part of the employee's salary, which is not subject to reduction because of variations in the quality or quantity of work performed.

Yes

2. Is the employee's primary duty performing office or non-manual work directly related to the management or general business operations of the employer or the employer's customers?

No

3. Does the employee exercise discretion and independent judgment with respect to matters of significance? That is, does he evaluate and compare possible courses of action and then make a decision or recommendation after considering the various possibilities?

Yes

4. Is the employee paid the equivalent of at least \$455 per week on a salary basis?

No

- ♦ - ♦ - ♦ - ♦ -

Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Signature

Date

Supervisor's Signature

Date